



Health Services
LOS ANGELES COUNTY

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*To ensure access to high-quality,
patient-centered, cost-effective
health care to Los Angeles County
residents through direct services at
DHS facilities and through
collaboration with community and
university partners.*



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December 9, 2013

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM:  Mitchell H. Katz, M.D.
Director

SUBJECT: **NOTIFICATION OF A SOLE SOURCE PURCHASE
ORDER REQUEST TO THE INTERNAL SERVICES
DEPARTMENT PURCHASING AGENT FOR CERTIFIED
MEDICAL ASSISTANT TRAINING SERVICES WITH
BOSTON REED COLLEGE**

This is to advise the Board that the Department of Health Services (DHS) is submitting a request to the Internal Services Department (ISD) Purchasing Agent to issue a sole source purchase order with Boston Reed College for the provision of Certified Medical Assistant (CMA) training services to 100 County of Los Angeles employees at a cost not to exceed \$300,000. CMAs are needed as part of DHS' implementation of the Patient Centered Medical Home (PCMH) model.

As reported to the Board in the October 8, 2013 memo entitled "Steps Required to Successfully Adapt DHS for the Affordable Care Act", DHS has trained 131 CMAs through previous Agreements, which have reached their delegated maximum expenditure amount of \$300,000. These Agreements were awarded under delegated authority that was approved by the Board prior to issuance of ISD's Training Policy P-4200, which authorizes the Purchasing Agent to procure training services for County employees as approved by department heads. There is still an urgent need to train approximately 100 additional CMAs in order to staff the PCMHs. Boston Reed College has proven to be the only resource able to provide a qualified short-term program of approximately six months in length, at the most cost effective fee of \$2,980 per student for all course, externship, instructor and instructional materials. Boston Reed College will also accommodate training classes, simultaneously at three satellite locations.

Justification

In preparing for implementation of the Affordable Care Act, slated to begin January 1, 2014, DHS Human Resources (DHS HR) processed over 1,000 outside applications for the open competitive CMA exam. The majority of these outside applicants did not meet the minimum County requirements because they were not certified in both medical and administrative skills, or they had not graduated from a medical assistant program recognized by the Commission on Accreditation of Allied Health Education Programs (CAAHEP). DHS HR therefore reviewed and compared the curriculum and capabilities of CMA training programs that were and were not CAAHEP-recognized and subsequently identified 84 schools statewide deemed acceptable to provide satisfactory programs. Applicants who have completed the CMA training program at any of these schools and who have passed the State certification exam, could potentially qualify for the CMA position.

DHS continues to develop career growth opportunities for existing staff by offering educational and promotional opportunities. Using the DHS HR listing of 84 schools, DHS collaborated with the Worker Education and Resource Center to identify a qualified CMA training provider capable of meeting the County's needs and qualification standards. Of the 84 schools, there are 31 CMA programs in the County of Los Angeles. Of the 31, there are only eight community colleges offering tuition under \$3,000 per student. Two of these eight community colleges offer a 10-month program. Boston Reed College, however, was selected on the basis of providing a qualified and shorter term program of approximately six months in length and quoted the most cost effective fee of \$2,980 per student for all course, externship, instructor and instructional materials. In addition, Boston Reed College will accommodate training classes, simultaneously at three satellite locations.

If you have any questions or require additional information, please let me know.

MHK:es

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors
Internal Services Department